



United States Department of Agriculture • Office of the Chief Financial Officer • National Finance Center



Serving Our Customers with Pride



WHO WE SERVICE

THE NATIONAL FINANCE CENTER (NFC), located in New Orleans, Louisiana, designs, develops, and operates cost-effective financial, administrative, and management information systems and services. For over 30 years, NFC has supported the missions of USDA and its customers. NFC's customer base is comprised of more than 130 Federal organizations, representing all three branches of Government.

GOVERNMENT THAT WORKS BETTER AND COSTS LESS

Since the early 1980's, NFC has been sharing systems and Information Technology (IT) management expertise to reduce costs while improving services for USDA and other Government customers. It was NFC's ability to offer sophisticated systems, exceptionally efficient customer service, and proactive adaptation to customer needs that led to NFC being selected by the Office of Personnel Management (OPM) as one of only four Payroll Partner (ePayroll) Providers and ultimately as a Shared Service Center under the OPM Human Resources Line of Business (HRLOB). By using NFC's systems and services, agencies have reduced the cost of doing the Government's business. As a result, NFC has become one of the largest franchising providers of administrative and financial services in the Federal Government.

SERVICING CUSTOMER NEEDS FROM HIRE TO RETIRE

NFC operates an integrated Payroll/Personnel System and provides all the necessary support services for the payroll process. As a Shared Service Center under OPM's HRLOB initiative, NFC offers innovative solutions both from a technical and support service perspective in order to assist you in meeting your human resource management needs. NFC's point solution approach facilitates planning and leverages best-in-class processes so that you can design the most efficient and effective human capital management strategy for your agency.

The system solutions offered include NFC's traditional payroll/personnel offerings along with its newest HR technology solution, *EmpowHR*. NFC's new HR service offerings are designed to eliminate time-consuming, transactional functions and increase time to perform more strategic planning activities. The support services offered include expanded personnel and payroll transaction processing by knowledgeable and skilled staff.

NFC operates two other payroll/personnel-related systems for the entire Federal Government which include the Office of Personnel Management (OPM), Federal Employees Health Benefits (FEHB), Centralized Enrollment Clearinghouse System (CLER), which timely and accurately reconciles payroll office and carrier FEHB records, and the Direct Premium System (DPRS), which is used for billing and collecting health insurance premiums from eligible non-Federal enrollees who elect to participate in the FEHB program.

SYSTEMS AND SERVICES FOR EVERY NEED

APPLYING TOMORROW'S TECHNOLOGY TODAY

NFC is dedicated to satisfying the expanding needs of our customers and staying current with rapidly accelerating technological advances. A few of NFC innovative solutions are outlined below:

HR Applications

- *EmpowHR* - NFC's human capital management system comprised of an integrated suite of commercial and Government applications that offers a streamlined, integrated set of business processes which can be leveraged to automate common HR management tasks and reduce internal operational costs.
- Entry, Processing, Inquiry, and Correction (EPIC) System - NFC's low-cost, user-friendly application that allows customers to enter, correct, inquire, and retrieve payroll and personnel transactions.
- System for Time and Attendance Reporting - NFC's timekeeper-friendly application used to prepare, maintain, and transmit employee time and attendance (T&A) and leave data and produce enhanced T&A related reporting.
- Reporting Center - NFC's low-cost, highly secure, reporting tool that gives customers a wealth of reporting options for creating ad hoc reports from HR, financial, and administrative data sources at NFC with no desktop or programming language experience required.

Online Services

- Employee Personal Page/Employee Self-Service (EPP/ESS) - NFC's EPP is a self-service application for employees to access and update their personnel or payroll-related information online anytime.
- Enterprise Human Resources Integration (EHRI) - EHRI is an OPM initiative that will ultimately allow for the transfer of data between losing and gaining agencies and interface with OPM for more timely retirement processing. NFC works with OPM on behalf of our customers to provide data feeds to EHRI.
- Electronic Official Personnel Folder (eOPF) - The eOPF System is part of the overall EHRI effort and provides online access to OPF data for both agency personnel, as well as the employee. NFC provides help desk support for agencies that choose to participate in eOPF and provides electronic files with new actions to eOPF for participating agencies that are payrolled by NFC.

HR Support Services

- Traditional HR Services - NFC offers effective and efficient HR services including personnel, payroll, and benefit action processing, administration of awards programs, employee development administration, competency management, reporting, and dispute resolution.
- Application Hosting - NFC also provides hosting for customer-specific and shared Commercial-off-the-Shelf applications for agencies with human capital needs requiring alternate or unique solutions. NFC's application hosting has proven to be a cost-effective proposition for some customers and a means to better integrate additional needed functionality within the NFC HRLOB services offering.

FACING OUR GREATEST CHALLENGE

NFC takes great pride in having a fully-functional and successfully-tested disaster recovery and business continuity plan for more than 15 years. The NFC Continuity of Operations plan (COOP) ensures that payroll timelines can be met and customers can access their critical data with little interruptions (i.e. critical Internet services restored within 24 hours with little or no loss of data). In the case of a disaster, NFC's plan is deployed in a phased approach focusing on four main contingency areas: (1) Recovery Operations Center (ROC), (2) Alternate Work Sites (AWS), (3) Customer connectivity, and (4) Home site recovery.

Hurricane Katrina proved to be the ultimate test of the NFC COOP. NFC was able to exceed all expectations under the worst imaginable circumstances and continued to keep its payroll processes on time and accurate. As NFC continues to work through recovery efforts, work is forging ahead with the long-term solutions that were well underway prior to Katrina. The dual-computing center configuration being implemented will increase operational availability and mitigate risks associated with current data center operations.

FOR MORE INFORMATION:

For more information regarding NFC systems and services,
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